

Catawba County Emergency Medical Services Standard Operating Guidelines

Response Guidelines

Catawba County EMS will respond to any medical emergency. Catawba County EMS Specialty Services will respond to scheduled non-emergency calls on a first come, first serve basis. This policy covers response procedures.

- Catawba County EMS ALS units will respond as needed to scheduled non-emergency calls providing medical necessity has been met or payment arrangements have been made and ALS coverage will not be jeopardized.
- Patients will be transported to the nearest medical facility unless requested by the patient or the patient's family to go to a specified facility. The Catawba County EMS diversion policy applies when enacted.
- Any person who obtains ambulance service fraudulently may be prosecuted (G. S. 14-111.2 [1987])
- A completed medical necessity form must accompany scheduled transports.
- Response to calls outside Catawba County returning to facilities in Catawba County.
 - Catawba County EMS will respond to emergency calls in other counties at the request of another county EMS.
 - Catawba County EMS will transport patients from other counties or states back to Catawba County when **approved** and scheduled by a Shift Supervisor or the Specialty Services Coordinator providing that medical necessity has been met or payment arrangements have been made.
- Catawba County will provide mutual aid to other counties in case of disaster and unforeseen emergencies.
- Non-emergency and Scheduled Calls.
 - Catawba County EMS ALS units will not transport BLS scheduled out-of-county calls unless it can be accomplished without compromising ALS coverage.
- Emergency Calls
 - Catawba County EMS will transport patients from an emergency scene to a medical facility of an adjacent county if the medical facility is closer than local facilities or upon request of the patient's family unless the patient's condition warrants the closest appropriate medical facility. The attending technician and medical control shall make the decision of the destination.
- Reserve staff and units will be used when possible to assure that ALS coverage of the County is maintained.
- In emergencies, or when coverage is compromised, the rescue squads of Catawba County will serve as primary back up to EMS, at the discretion of the EMS Manager, Training Officer, Shift Supervisor or Emergency Services Director.

- In emergencies, or when coverage is compromised, the adjacent County EMS Systems will serve as secondary back up to EMS, at the discretion of the EMS Manager, Training Officer, Shift Supervisor or Emergency Services Director.
 - Whenever an adjacent County responds to Catawba County as mutual aid or otherwise that County EMS System will follow it's own patient care policies, procedures, and protocols.
- Out of State Transports
 - Out of state transports will be taken only if medical necessity has been met or payment arrangements have been made. Reserve staff should handle these transports.
- Suspension of Operation
 - Catawba County EMS realizes the potential for events (i.e., sever weather, terrorist attack, etc...) to occur that could cause unsafe situations so severe that EMS operations could not be conducted without endangering employees even after all available mitigation modalities have been utilized.
 - Should such an event occur Catawba County EMS will evaluate each situation on an individual basis and determine the most appropriate action to take.

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